DOCUMENT RESUME

ED 405 609 CS 508 506

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TITLE Conflict/Negotiation: A Selected, Annotated Bibliography.
INSTITUTION Speech Communication Association, Annandale, Va.
PUB DATE Mar 86
NOTE 5p.
PUB TYPE Reference Materials - Bibliographies (131)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Annotated Bibliographies; Class Activities; Communication Skills; *Conflict; Conflict Resolution; Elementary Secondary Education; Higher Education; *Interpersonal Communication; Teaching Methods
IDENTIFIERS Communication Strategies; *Negotiation Processes

ABSTRACT

This selected annotated bibliography on conflict and negotiation is designed for teachers at all levels from childhood to adult. The annotated bibliography is divided into books as general sources, articles and papers reflecting the diversity of approaches to conflict and negotiation, and specific curriculum guides and teaching aids. The 47 items in the bibliography were published between 1972 and 1985. (RS)

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# CONFLICT/NEGOTIATION

## A Selected, Annotated Bibliography

prepared by

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March, 1986

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This selected bibliography is designed for teachers in all levels from childhood to adult. It is divided into books as general sources, articles and papers reflecting the diversity of approaches to conflict and negotiation, and specific curriculum guides. (A major portion of these recources come from a DIALOG computer search of the ERIC database.)

### General Sources

Brown, L. Dave. Managing Conflict at Organizational Interfaces. Reading, MA: Addison-Wesley, 1983. Focuses on the problems of too much or too little conflict between departments, levels, cultural groups, and organizations.

Filley, Alan C. Interpersonal Conflict Resolution. Glenview, Il: Scott, Foresman & Co., 1975. This business text explains how to change conflict situations into problem-solving situations.

Fisher, Roger, and William Ury. Getting to Yes: Negotiating Agreement without Giving in. Boston: Houghton Mifflin Company, 1981. Based on studies and conferences conducted by the Harvard Negotiation Project, this book advocates separating the people from the problem, focusing on interests, and working together to create options that satisfy both parties.

Folger, Joseph P. and Marshall Scott Poole. Working through Conflict: A Communication Perspective. Glenview, IL: Scott, Foresman and Co., 1984. This undergraduate text analyzes conflict as a form of interaction that develops and is managed through communication.

Gudykunst, William B., ed., and others. Communication, Culture, and Organizational Processes. International and Intercultural Communication Annual, Volume IX. Beverly Hills: Sage Press, 1985. Focusing on culture and organizational processes, this book examines the influences of culture on the organizational processes of conflict, negotiation, and decision-making.

Hocker, Joyce L. and William W. Wilmot. Interpersonal Conflict. Second edition. Dubuque, Iowa: Wm. C. Brown Publishers, 1985. A text that focuses on the communication behavior of the conflict participants.

Jandt, Fred E. with Paul Gillette. Win-Win Negotiating: Turning Conflict into Agreement. New York: John Wiley & Sons, 1985. Based on management training seminars, this book explains how conflict in organizations can be controlled and used and how managers can become more adept as negotiators within and without their organizations.

Matlon, Ronald J. and Richard J. Crawford, editors. Communication Strategies in the Practice of Lawyering. Proceedings of the 1983 Summer Conference, University of Arizona. (Available from SCA, 5105 Backlick Rd., Bldg. E, Annandale, VA 22003. $18.95 prepaid.) Contains section on legal negotiating and bargaining.

Miller, Gerald R. and Herbert W. Simons, eds. Perspectives on Communication in Social Conflict. Englewood Cliffs, NJ: Prentice-Hall, Inc., 1974. A collection of papers and bibliography developed from an SCA sponsored conference on communication and conflict at Temple University, 1972.

Rubin, Jeffrey Z. and Bert R. Brown. The Social Psychology of Bargaining and Negotiation. New York: Academic Press, 1975. An integrative survey of the work done in social psychology on the process of bargaining and negotiation. Includes a comprehensive bibliography of bargaining literature.

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Specific Articles

Bloland, Paul A. and Daniel B. Nowak. "The Ombudsman. An Informal Survey of the Implementation of the Ombudsman Concept, Summer, 1968." An informal survey of Western Colleges in August, 1968 to determine the use of ombudsman programs. ERIC ED 031 165.

Covey, Mark K. "Relationship between Social Skill and Conflict Resolution Tactics." Paper presented at the Annual Convention of the Rocky Mountain Psychological Association, Snowbird, UT, 1983. To investigate the potential relationships between social skill and interpersonal conflict resolution tactics, 287 college students completed a measure of general social skill and a measure of tactics used during conflict situations. An analysis of the results revealed a high correlation between social skill and the use of verbal reasoning in the resolution of conflicts, thus implying social skill involves the use of nonaversive behaviors. ERIC ED 235 445.

Bowers, John Waite, ed. "Communication and Conflict." Speech Monographs, 41, 1, March 1974. This special issue focuses on the communicative aspects of conflict as an area of research. David W. Johnson analyzes conflict literature in the longest paper. ERIC ED 091 796.

Donohue, William A. "Development of a Model of Rule Use in Negotiation Interaction." Communication Monographs, 48, 2, 106-20, 1981. Develops a model of negotiation rule-use that incorporates both content and relational dimensions and focuses upon interaction as the dependent variable. Assesses how winners and losers in mock negotiations differ in their use of communication rules. ERIC EJ 252 077.

Ellis, W. Frank and others. "The Effect of Differing Third Party Roles and Behaviors on Conciliatory and Retaliatory Negotiator Behavior Involved in a Simulated Intergroup Conflict." Paper presented at the Annual Meeting of the Southeastern Psychological Association, Atlanta, 1983. Analyses showed that the time factor was significant with more concessions made initially and the majority of retaliations occurring in the final block of sessions. ERIC ED 234 309.

Harris, Thomas E. and Robert M. Smith. "Methods for Introducing Analysis of Conflict Theory." Paper presented at the Annual Meeting of the Speech Association of the Eastern States, New York, 1973. Discusses the role of communication as one of the several strategies leading to conflict and as a potential strategy leading to conflict resolution. ERIC ED 074 542.

Johnson, David W. and others. "Congruent and Contradictory Verbal and Nonverbal Communications of Cooperativeness and Competitiveness in Negotiations." Communication Research--An International Quarterly, 3, 3, 275-292, 1976. Focuses on three issues that are hypothesized as affecting the negotiation of an agreement in a mixed-motive conflict: congruency of verbal and nonverbal messages, relative impact of verbal and nonverbal messages, and expression of cooperative or competitive intentions. ERIC EJ 146 280.

McCarthy, Jane E. "Resolving Environmental Conflicts." Environmental Science and Technology, 10, 1, 40-43, 1976. The role of the mediator and the nature of the mediation process as applied to environmental disputes are outlined. ERIC EJ 133 252.

Nivens, Maryruth K. "Handling Conflict and Stress (Women as their own worse enemies)." Paper presented at Up the Managerial Ladder, a Conference for Women, Montgomery, 1979. Advocates women using assertive behaviors that communicate respect for themselves and others. ERIC ED 191 811.

Watson, John J. and Rory Remer. "The Effects of Interpersonal Confrontation on Females." Personnel and Guidance Journal, 62, 10, 607-11, 1984. Tested a three-component, structured approach to conflict resolution in female undergraduate students. ERIC EJ 302 613.

Teaching Aids

Bickmore, Kathy and others. "Alternatives to Violence: A Manual for Teaching Peacemaking to Youth and Adults." Alternatives to Violence Committee of the Cleveland Friends Meeting, 1984. Designed as a guide to teaching an introductory course in creative conflict resolution for adults and teenagers in school and community settings. Describes active, experiential learning activities. ERIC ED 250 254.

Bogal-Allbritten, Rosemarie and Julie H. Lovins. "Role Play: A Conflict Resolution Tool for the School Counselor." Paper presented at the Annual Convention of the American Personnel and Guidance Association, Detroit, 1982. Primary emphasis is given to role play, a method that can solve the conflict and leave the relationship intact. ERIC ED 219 675.



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Coleman, Morton and others. "Is Conflict Utilization Underestimated?" Pittsburgh University Urban Interface Program, 1971. Management of conflict can and should be taught in a formal curriculum aimed at the preparation of managers. ERIC ED 063 899.

Davis, Albie. "Mediation...An Alternative That Works. Second Edition." Trial Court of Massachusetts, 1984. A five-part handbook for elementary and secondary educators and community organizations with background information and resources for teaching mediation strategies. ERIC ED 248 182.

Diener, Carolyn S. "Peacemaking and Conflict Resolution in the Home." 1985. Parents and teachers can help children learn values and techniques of resolving conflicts without injuring others. ERIC ED 254 332.

Dougall, Lucy, comp. "War and Peace in Literature. Prose, Drama and Poetry Which Illuminate the Problem of War." World Without War Publications, 1982. Summaries of works that will help teachers of humanities and conflict resolution courses lead their students to a better understanding of the problems of war and peace. ERIC ED 245 960.

Greenburg-Salem School District, Pa. "Conflict Resolution in Contemporary Society." 1973. Secondary materials to help students understand the nature of human conflict and alternative methods of resolving conflicts in order to further human cooperation on global problems. ERIC ED 098 088.

Groth, Gretchen A. and others. "Social Conflict and Negotiative Problem Solving. Trainer's Manual." Northwest Regional Educational Lab, 1977. Five-day workshop on social conflict and negotiative problem solving. ERIC ED 150 120, microfiche only.

Hunt, Ruth. "A Call for the Study of Negotiation." Iowa Journal of Speech Communication, 17, 1, 20-34, 1985. Advocates speech communication departments adding a course in negotiation. Describes course content. ERIC ED 253 911.

Illinois Univ. Dept. of Vocational and Technical Education. "Methods and Materials for Teaching Occupational Survival Skills, Coping with Conflict." 1978. Six session module for high school and adults on handling conflicts in organizations. ERIC ED 162 143.

Jandt, Fred E. and Mark Hare. Instruction in Conflict Resolution. 1976. ERIC/SCA Theory into Practice booklet. Describes the nature of adolescent conflict and the differences between conflict, competition, and cooperation. Includes activities for classroom use. ERIC ED 125 010.

Lakey, George and others. "Training for Nonviolent Responses in Social Conflict: A Manual for Trainers." Philadelphia Friends Peace Committee, 1972. Fifteen-hour training course intended for hypothetical peace groups. ERIC ED 070 712.

Lombana, Judy H. and Phillip A. Pratt. "Communication Skills for Career Success. A Programmed Textbook. Book III: Conflict Resolution." University of North Florida, 1978. Self-study programmed text on conflict resolution in the workplace. ERIC ED 236 435.

Maxey, Phyllis F. "The Desolate Desert Controversy: Should Presto Power Company Build a Nuclear Plant? Instructor's Guide and Student Materials. A Business-in-the-Classroom Lesson Plan." Constitutional Rights Foundation, Los Angeles, 1979. Five-day simulation for secondary school students. ERIC ED 238 817, microfiche only.

Neu, Joyce. "Negotiations." Paper presented at the Annual Convention of Teachers of English to Speakers of Other Languages, Toronto, 1983. Describes various kinds of negotiations that may be used to teach interactional skills in the advanced ESL classroom. ERIC ED 228 885.

Pattavina, Paul and Ernest A. Gotts. "The 'Outer Dimensions of Classroom Conflict' Training Package. Trainer's Manual CONSERT Project." University of Texas at Dallas, 1979. Material described in this manual are based on anecdotes of conflict situations in secondary classrooms. Vignettes along with worksheets may be used with or without available videotape. ERIC ED 199 216.

Pirtle, Sara, ed. "Perspectives at Work: Fourteen Activities for Building Peacemaking Skills. Grades One to Six." Traprock Peace Center, 1984. Presents artwork, creative writing, and activities for teaching peace education. ERIC ED 257 766.

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Weider-Hatfield, Deborah. "MIC Technique: Managing Interpersonal Conflict. A Unit in Conflict Management Communication Skills." Paper presented at the Annual Meeting of the Western Speech Communication Association, San Jose, 1981. Discusses classroom techniques associated with conflict management and the six stages in the Managing Interpersonal Conflict technique. ERIC ED 198 595.

Wilcox, James R. and others. "Teaching Conflict Management Skills to the Health Care Professionals." Paper presented at the Meeting of the Speech Communication Association of Ohio, Columbus, 1980. Discusses conflict characteristics of health care organizations. ERIC ED 196 080.

Zola, John and Reny Sieck. "Teaching about Conflict, Nuclear War and the Future." University of Denver Center for Teaching International Relations, 1984. Designed for teachers of students in grades 5-12, this guide provides lesson plans and student handouts for units on conflict, nuclear war, and future studies. ERIC ED 252 473, microfiche only.

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Citations followed by EJ numbers are articles annotated in Current Index to Journals in Education (CIJE), the ERIC monthly index. The journals may be found in your libraries.

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